

Fiscal Year 2020 (July 1, 2019 – June 30, 2020)

MHS Component/ Program	Target Population	FY20 Target Number Served	FY20 Actual Number Served	Outcome Highlights	FY20 Budget	Expenses			Total Expenses*	Funding Source		
						Payroll	CBO	Object 2		MHSA Funds	Medi-Cal FFP	Other
Criminal Justice Full Service Partnerships	Adults (ages 18-59) and Older Adults (60 years and older), Resides in Santa Clara County, Criminal Justice Involved, Medi-Cal Eligible and/or uninsured. Individuals must meet the following: Moderate Risk, AB109 Client, Severe mental health and co-occurring condition, Three or more hospital/inpatient admissions within the last year, May be homeless or at risk of homelessness, May be difficult to engage in behavioral health services, Low engagement in medication treatment, Difficulty participating in a structured activities, Difficulty living independently, Utilized various services without improved outcomes, cognitive difficulties or medical co-morbidities, Multiple EPS episodes, Exhibits a significant impairment in emotional, cognitive or behavioral function which interferes substantially with individual's ability to remain in the community without supportive treatment or services, May have history of assaultive behavior.	348	767	<ul style="list-style-type: none"> FSP served 767 unique clients 709 Total FSP program admissions FSP overserved the contracted annual client served by 220% As of 12/31/2020, CDCR contract sunset, with our CBOs successfully transitioning clients into appropriate levels of care. 	\$ 6,181,638	\$1,539,561	\$ 6,496,789	\$173,578	\$ 8,209,928	\$ 4,997,310	\$2,392,782	\$ 819,836 (AB109)

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Forensic Assertive Community Treatment (FACT)	Adults (ages 18-59) and Older Adults (60 years and older), Resides in Santa Clara County, Criminal Justice Involved, Medi-Cal Eligible and/or uninsured. Individuals must meet the following: High Risk, Severe mental health and co-occurring conditions, Three or more hospital/inpatient admissions within the last year, Psychiatric history necessitate service intervention, May be homeless or at risk of homelessness, May be difficult to engage in behavioral health services, Difficulty participating in a structured activities, Poor adherence to medication treatment, Difficulty living independently, Utilized various services without improved outcomes, Cognitive difficulties or medical co-morbidities, Multiple EPS episodes, May have history of assaultive behavior.	120	64	<ul style="list-style-type: none"> • A total of 64 clients were admitted into FACT • 92% were diverted from unnecessary hospitalization • 59% were diverted from incarceration 	\$ 4,674,192	\$-	\$ 836,031	\$-	\$ 836,031	\$ 682,495	\$ 153,536	\$-

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MHSA Component/Program	Target Population	FY20 Target Number Served	FY20 Actual Number Served	Outcome Highlights	FY20 Budget	Expenses			Total Expenses*	Funding Source		
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Criminal Justice Residential and Outpatient (Evans Lane)	Adults (ages 18-59) and Older Adults (60 years and older), Resides in Santa Clara County, Criminal Justice Involved, Medi-Cal Eligible and/or uninsured. May use drugs or alcohol, causing moderate disruption in their lives. Beginning to consider pursuing life goals, such as work or education. Still need substantial support and guidance from providers. Not presenting as a danger to self or others. Able to self-manage symptom distress through medication. Rarely taken to hospitals.	196	142	<ul style="list-style-type: none"> 142 clients were served. Upon graduation 68% obtained stable housing 38% obtained employment 13% attended school 68% maintained sobriety 60% Success Rate in Outpatient Program discharges 	\$ 7,447,656	\$2,669,169	\$700,338	\$1,079,276	\$4,448,782	\$4,448,782	\$ -	\$ -
Criminal Justice IOP/Outpatient	Adults (ages 18-59) and Older Adults (60 years and older), Resides in Santa Clara County, Criminal Justice Involved, Medi-Cal Eligible and/or uninsured. Needing a less restrictive environment than hospitalization or residential care. Individual must also be: High Risk, Severe mental health and co-occurring conditions, Three or more hospital/inpatient admissions within the last year, Psychiatric history necessitate service intervention, May be homeless or at risk of homelessness, May be difficult to engage in behavioral	165	163	<ul style="list-style-type: none"> 163 clients were admitted into IOP in FY 2020 53% were diverted from unnecessary hospitalization 53% were diverted from unnecessary incarceration. 	\$ 1,924,820	\$ -	\$1,487,149	\$324	\$1,487,473	\$945,247	\$542,335	\$ -

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	health services, Poor adherence to medication treatment, Difficulty participating in a structured activities, Difficulty living independently, Utilized various services without improved outcomes, Cognitive difficulties or medical co-morbidities, Multiple EPS episodes, May have history of assaultive behavior.											
Faith-Based Resource Centers	Adults (ages 18-59) and Older Adults (60 years and older), Resides in Santa Clara County and recently released from jail or prison within the last twelve (12) months, Criminal justice involved (including, but not limited to, Probation, Parole, Pre-trial, etc.) and may require a range of services that facilitates their reintegration into their communities. May have mental health and/or co-occurring conditions (e.g., mental health and substance use).	340	2938	<ul style="list-style-type: none"> During FY20, the FBRCs provided 14,933 services to 2,938 reentry clients In FY 2020, 58 % of case managed clients successfully discharged from the program. 	\$1,848,688	\$ -	\$1,781,550	\$ -	\$1,781,550	\$394,944	\$ -	\$1,386,606 (AB109)
Permanent Supportive Housing	Consists of County-managed services designed to meet the housing and service needs of chronically homeless individuals experiencing severe mental health needs	148	147	<ul style="list-style-type: none"> Total 147 clients served in FY20 across 3 MHSA funded programs. Out of the 147 clients, 81 clients had initial and subsequent follow up scores using an Evidence 	\$3,124,990	\$1,081,301	\$1,278,428	\$987	\$2,360,715	\$1,730,611	\$630,105	\$ -

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				Based Outcome tool called the DLA-20. <ul style="list-style-type: none"> Out of these 81 clients with initial and follow-up scores, DLA-20 for 56% clients indicated positive change. Overall, for the MHS Supportive housing programs, the average change score for DLA-20 was statistically significant. 								

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MHA Component/ Program	Target Population	FY20 Target Number Served	FY20 Actual Number Served	Outcome Highlights	FY20 Budget	Expenses			Total Expenses*	Funding Source		
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Prevention and Early Intervention (PEI)												
Re-entry Resource Center	Behavioral Health Services Department (BHSD) unit which provides screenings and referrals to mental health and substance use treatment programs for formerly incarcerated Santa Clara County adults and older residents who are integrating into the Community	150	715	<ul style="list-style-type: none"> 715 unique clients were served over 1007 visits At the time client was seen at Re-Entry Center 416 reported they were actively looking 280 Clients reported having access to their own transportation, while 412 relied on public transportation 322 Clients were reported as homeless 	\$151,389	\$96,516	\$ -	\$327	\$96,483	\$96,483	\$ -	\$-
LGBTQ – Access and Linkage	LGBTQ+ individuals and families across the lifespan	No target for FY20 FY21: 1,000	850	<ul style="list-style-type: none"> Launched 7 new LGBTQ+ focused types of trainings, planned menu of 12+ trainings total for FY22, created The Q Corner (physical space, marketing materials, virtual presence), launched several collaborative community events, conducted extensive community outreach and engagement (Pride, meetings with providers, LGBTQ Center site visits) 	\$449,500	\$92,999	\$ -	\$363,817	\$456,815	\$456,815	\$ -	\$-
Suicide Prevention Strategic Plan (SPSP) - subcategories below		3,000	7,385,826 duplicated total - see	(outcomes by subcategories below)	\$1,655,635	\$1,465,178	\$-	\$ 396,514	\$1,861,691	\$1,861,691	\$-	\$-

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a. Trainings	Community members and service providers (e.g. school staff/ administrators, nurses, law enforcement)		breakdown below 3892 duplicated *Trainings were funded by the "Community-Wide Outreach and Training" program	1. Training participants reported statistically significant improvements in eight outcome measures related to knowledge, attitudes, and preparedness around being community helpers for suicide prevention. Four of the outcomes showed an average and statistically significant increase of 0.9 points (on a five-point scale) from pre- to post-training. These outcomes included the following: <ul style="list-style-type: none"> I am aware of the resources necessary to refer someone in a suicide crisis; I have the skills necessary to support or intervene with someone thinking about suicide; and I feel prepared to help people from diverse cultural backgrounds with their suicidal distress. 2. School staff who took the online Kognito simulation training reported more preparedness and confidence to recognize signs of psychological distress, and to support the								
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				<p>student through discussion and referral to mental health services. Pre-, post-, and follow-up training survey results indicated statistically significant differences in respondents' preparedness to support students with psychological distress. In addition, 10 school districts worked with the HEARD Alliance to review and update their crisis response protocol forms, formed Crisis Response Teams, and began training staff in crisis response protocols.</p> <p>3. In partnership with Palo Alto University, the SP Program developed and piloted original "Be Sensitive, Be Brave" culturally competent training content in mental health and suicide prevention.</p>								
b. Outreach	TAY, adults, and seniors		1281 duplicated	<ul style="list-style-type: none"> • Outreach supports help-seeking outcomes in coordination with public awareness campaigns (see e.), and these efforts are evaluated together. • 1. 500 free gun locks and suicide prevention materials distributed at two gun 								

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				buyback events in Gilroy and Sunnyvale.								
c. Crisis Text Line (CTL)	Youth and TAY, <25 years		795 duplicated / 528 unduplicated	<ul style="list-style-type: none"> 1. CTL conversations spiked in August 2019, when the Gilroy Garlic Festival shooting took place, and in March 2020, when the first shelter-in-place order took effect. The top issues discussed were anxiety/stress, relationships, depression/sadness, school, and COVID-19. 2. The County CTL reaches a larger percentage of cultural minorities compared with their representation in the County. In FY20, 47.4% of texters reported being of Hispanic, Latinx, or Spanish origin; 55.3% reported being LGBTQ+; and 23.8% reported having Attention Deficit Disorder (ADD) or Attention Deficit Hyperactivity Disorder (ADHD). In terms of age, 32.5% of texters reported being age 17 or younger, while 47.5% reported being age 18-34. 								

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				<ul style="list-style-type: none"> 3. Sample texter feedback: "i had an amazing experience talking with you and i hope you are doing well. even though our conversation was short it helped me tremendously. you helped me learn a lot about myself and you helped me come closer to figuring out who i am. i am extremely grateful for our conversation. i heard exactly what i needed to hear from you and you did an amazing job. take care." 								
d. Suicide and Crisis Services: Includes Suicide and Crisis Hotline, Emergency Department (ED) outreach to suicide attempters, and Survivors of Suicide (SOS) support group	i. Hotline: Anyone that resides in the County of Santa Clara that might be at risk of a suicide crisis. ii. ED Outreach: Patients admitted to Valley Medical Center's Emergency Room because of suicide attempt, suicide ideation, or engaged in self-harm behavior. iii. SOS support group: Individuals that lost a loved one to suicide.		i. 32,451 duplicated (hotline calls) ii. 55 unduplicated (Emergency Department outreach) iii. 28 unduplicated (SOS support group)	i. Handled 32,451 suicide and crisis calls ii. Provided one-on-one contact and aftercare support to 55 individuals admitted to Emergency Department because to suicide attempt or engaged in self-harm injury iii. Provided support to 28 individuals that lost a loved one to suicide through weekly Survivor of Suicide (SOS) support group.								

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e. Public awareness campaigns	Older adults 55+ years Youth and TAY, <25 years		7,347,289 impressions *Duplicated numbers, measured through digital news ad impressions and reach of radio, newspaper, YouTube, and Facebook ads	Older adult campaign: 1. Calls to the Suicide and Crisis Hotline during the campaign months July-September 2019 were compared to the same months in 2018. In these months in 2019 compared to 2018, there was a total increase of 268 calls to the hotline. 2. The percentage of calls to the hotline by adults age 55 and older increased from 22.2% in July 2018 to 30.2% in July 2019; from 16.5% in August 2018 to 28.9% in August 2019; and from 19.7% in September 2018 to 30.0% in September 2019. 3. From August 1, 2019 to September 26, 2019, the campaign website received 12,693 visits and 13,563 page views, reflecting wide reach and receptivity to seeking help online.								
f. Safe messaging	Local reporters		35 duplicated	Outcome evaluation tool for safe messaging work under development. 1. In FY20, 90 local articles reviewed for adherence to safe								

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				messaging guidelines, and rapid responses sent to reporters of 17 articles. Additionally, 18 interviews conducted and/or information provided about mental health/suicide prevention.								
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Workforce Education and Training (WET)												
Promising Practice Based Trainings	Workforce (county and county contacted provider)		1731	<ul style="list-style-type: none"> Trainings provided to workforce to improve their skills to help improve client outcomes. 	\$609,120	\$60,046	\$ -	\$157,902	\$217,948	\$217,948	\$ -	\$ -
Cultural Humility Trainings	Workforce (county and county contacted provider)		604	<ul style="list-style-type: none"> Cultural trainings provided to workforce to increase their knowledge and awareness regarding cultural and racial health inequities. 	\$487,142	\$415,735	\$ -	\$ -	\$415,735	\$415,735	\$ -	\$ -
Welcoming Trainings	Workforce (county and county contacted provider)		661	<ul style="list-style-type: none"> Welcoming trainings emphasized person-centered practice that is strength based and recovery focused to guide in the treatment planning and treatment of clients. 	\$475,048	\$348,023	\$ -	\$ -	\$348,023	\$348,023	\$ -	\$ -
Student Intern Program	College Students		35	<ul style="list-style-type: none"> 70 % of Student Interns were hired by either County or Contract Provider. See attached for other highlights. 	\$195,454	\$178,986	\$ -	\$ -	\$178,986	\$178,986	\$ -	\$ -
Peer Intern Program	Consumer & Family Members		4	<ul style="list-style-type: none"> 67% of the Peer Interns were hired by either the County or a Contract Provider. Peer intern worked provided information to high school students during 								

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				Career Summer Institute. Supervisor reports that peer intern excelled in at contract site.								
Scholarships	College Students		10	<ul style="list-style-type: none"> Students receiving scholarships are required to volunteer for the County or Contract Providers 	\$654,000	\$ -	\$ -	\$168,376	\$168,376	\$168,376	\$ -	\$ -
WET Coordination					\$319,914	\$290,869	\$ -	\$65,889	\$356,758	\$356,758	\$ -	\$ -
WET Collaboration with Key System Providers					\$25,000	\$-	\$-	\$-	\$-	\$-	\$-	\$-

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